

North Vancouver
Recreation and Culture
Commission
COVID-19 Safety Plan

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This document outlines essential safety protocols that facilities must implement and follow as NVRC maintains, expands and/or restarts operations during the COVID-19 pandemic.

NVRC COVID-19 Safety Plan

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Overview

Maintaining operations, returning employees to the workplace, and resuming operations during and after the COVID-19 pandemic is not as simple as announcing a re-opening or a return-to-the-workplace date and carrying on business as usual. Not only will many of our workplaces/operations be altered initially, some changes may be long-term and continue beyond a vaccine or treatment being available.

As an organization, the North Vancouver Recreation and Culture Commission (NVRC) is committed to health and safety. We must focus on safety in all that we do and ensure our workplaces are as safe as they can be. When we care for employees, it is reflected in how they care for themselves, each other, others they encounter as part of their job, and in the services they provide. Our employees and patrons alike may have fears of returning to work or using our facilities. Preparing for and communicating how safety is a top priority and a commitment will allay fears and increase confidence in NVRC and our operations.

NVRC has developed this COVID-19 Safety Plan now that the pandemic curve is flattening. This plan represents the minimum standards we must meet based on the information from the Provincial Health Officer (PHO), the Ministry of Health, the Province of B.C. and WorkSafeBC. This plan is a living document that will evolve based on our commitment to the psychological and physical health and safety of our employees and based on direction and advice from the PHO, the Provincial Government and WorkSafeBC.

To develop this plan, we have considered “Hierarchy of Controls for COVID-19” as recommended by the PHO. Additionally, this plan is informed by and will evolve as a result of operational site-based hazard analysis and risk assessments. This plan addresses physical distancing and other elimination measures followed by engineering controls, administrative controls and lastly, personal protective equipment (PPE) to reduce transmission of the COVID-19 virus. The application of these control measures will assist in mitigating potential hazards to maintain a safe workplace.

Many of our operations are unique. NVRC’s COVID-19 Safety Plan will be supplemented by operation-specific addenda where additional measures are required.

There are many situations where our employees will have contact with members of the public, co-workers and the physical environment itself (surfaces, doors, equipment etc.). These encounters could give rise to contact with COVID-19 if not controlled adequately. In addition to following this plan and site specific addenda, all employees must think about the risks and take steps to control them. Facilities must regularly assess all the hazards within their work area and take appropriate steps to eliminate or control the associated risk. To address COVID-19 health and safety concerns in the workplace, the NVRC Core Joint Health and Safety Committee will issue updates in respect to the pandemic response and any changes to necessary steps or actions required.

As leaders and supervisors, we are accountable to address and respond to COVID-19 and the psychological and physical health and safety concerns raised by our employees.

Safety is an ongoing commitment. We ask our employees to speak up if something isn’t right. Collectively we must accept responsibility for each other’s health and safety, and never take shortcuts. As we resume

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operations, we need to look out for each other. When we all commit to this COVID-19 Safety Plan, a safe restart and ongoing safety we are closer to ensuring that every person goes home safe and healthy every day.

We ask that you commit to a safety culture where no one walks past an unsafe act.

Thank you for your commitment.

NVRC Core Joint Health and Safety Committee
North Vancouver Recreation and Culture Commission

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Purpose

The purpose of NVRC's COVID-19 Safety Plan is to:

- ensure all operations plan for safety and demonstrate a safety commitment;
- outline our legal obligations; and
- provide guidance for operations and employees

All employees are required to know and adhere to this plan and any operation specific addenda.

Scope

This COVID-19 Safety Plan applies to all NVRC employees, contractors, volunteers, patrons, visitors and members of the public.

WorkSafeBC

WorkSafeBC recognizes the importance of worker safety following COVID-19 related work stoppages or interruptions. NVRC has considered WorkSafeBC resources and guidance in developing our plan.

WorkSafeBC will not be reviewing or approving plans; however during a WorkSafeBC inspection they will ask about the steps taken to protect workers. This plan and related addenda are critical components that will demonstrate to a WorkSafeBC officer our commitment to worker safety and compliance with WorkSafeBC's expectations.

Right to Refuse Unsafe Work

Our employees have the right to refuse work if they believe it presents an undue hazard. An undue hazard is an "unwarranted, inappropriate, excessive, or disproportionate" risk, above and beyond the potential exposure a general member of the public would face through regular, day-to-day activity. In these circumstances, the worker should follow some specific steps to resolve the issue.

The employee must report any undue hazard to their supervisor for investigation. Each refusal of unsafe work is dealt with on a case-by-case basis.

If the issue is not resolved between the worker and the supervisor, the Core Joint Health and Safety Committee is notified of the concern and an investigation is conducted.

If the matter is not resolved, the worker and the employer must contact WorkSafeBC and a prevention officer will then investigate and take steps to find a workable solution for all involved.

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Know we are here to help pre and post-restart

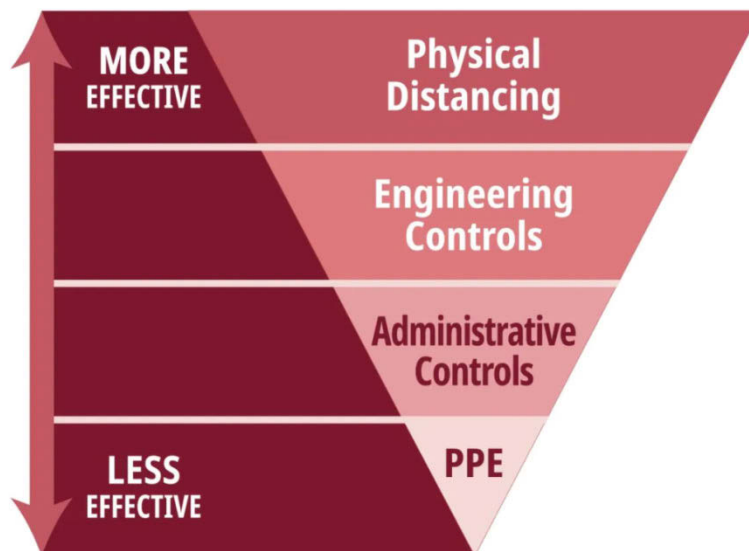
We understand you may have questions as you commit to this plan and ensure compliance. NVRC has developed many additional COVID-19 health safety procedures and standards to help protect staff.

Joint Health and Safety Committee members are also available to answer your questions. Please first contact the Area Joint Health and Safety Committee members in your work area or otherwise contact the Core Joint Health and Safety Committee via email: rechSCore@nvrc.ca.

Hierarchy of Controls for COVID-19

Considering the Hierarchy of Controls for COVID-19, NVRC will select a safeguard or a combination of safeguards that ensure employee safety. The hierarchy of controls (in order of their effectiveness) are:

1. **Physical distancing, elimination or substitution:** Ensure spaces allow for activities to be performed two meters apart. Consider eliminating or postponing work tasks that may create a risk of exposure to COVID-19. Are there opportunities to work from home or can work processes be changed to eliminate or reduce contact with others?
2. **Engineering controls:** Implement engineering controls, such as physical barriers, where practicable.
3. **Administrative controls:** Consider how work practices can be altered to minimize exposure, such as physical distancing or enhanced cleaning protocols.
4. **Personal protective equipment (PPE):** This last form of protection should only be considered after careful consideration of the previous control measures. The use of gloves and face masks may be considered where none of the above controls are possible or effective. **If gloves, masks and protective suits are used, training and proper usage guidelines will be followed.**



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NVRC will start at the top of the hierarchy shown above to control the hazards. Choose a less effective safeguard only when more effective solutions are impracticable. NVRC will continuously monitor to ensure we are providing the best level of protection to our employees.

Hazard Analysis

To develop this plan, a hazard analysis was completed based on the “Hierarchy of Controls for COVID-19” as recommended by the PHO. This framework addresses physical distancing and other elimination measures followed by engineering controls, administrative controls and lastly, personal protective equipment to reduce transmission. The application of these control measures will assist in mitigating potential hazards to maintain a safe workplace.

HAZARDS <i>CONSIDER: health and safety; damage to people, property, equipment or program; the categories of hazards - biological, physical, chemical, and psycho-social.</i>	CONTROL	MITIGATION
<p>During the pandemic response, there is a risk of transmission whenever people come into contact with one another, share close physical space, and touch common surfaces.</p> <ul style="list-style-type: none"> • <u>Physical</u>: touching surfaces that are potentially contaminated with coronavirus particles • <u>Biological</u>: inadvertent exposure to a viral contagion or inadvertent contamination of a shared workspace or common area with easily transmissible viral particles by an employee who is carrying or showing symptoms of COVID-19 	<p>Physical distancing and other elimination measures</p>	<ul style="list-style-type: none"> • Signage will be installed regarding physical distancing including visual cues (“step” stickers) for areas where customers are required to queue • Common areas (public and employee) will be arranged to allow for physical distancing • Alternative solutions to conducting business meetings should be considered • Cleaning/disinfecting procedures will be developed and documented for workspaces, shared workspaces and common areas including vehicles to reduce surfaces that may potentially be contaminated with coronavirus particles must be addressed

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HAZARDS	CONTROL	MITIGATION
<p><u>Biological</u>: Inadvertent exposure to a viral contagion or inadvertent contamination of a shared workspace or common area with easily transmissible viral particles by an employee who is carrying or showing symptoms of COVID-19.</p>	<p>Engineering</p>	<ul style="list-style-type: none"> • Some workspaces may require physical barriers installed • Workspaces that are shared between two or more employees may be re-arranged to accommodate physical distancing or may require further steps of action to ensure physical distancing • Provide means for the general public to provide payment with minimal or no contact with staff • Place hand sanitizer stations near entrance doors, pay stations and other high touch locations for patrons and employees • Remove lids from garbage receptacles to allow “no-touch” disposal
<ul style="list-style-type: none"> • <u>Physical</u>: touching surfaces that are potentially contaminated with coronavirus particles • <u>Biological</u>: inadvertent exposure to a viral contagion or inadvertent contamination of a shared workspace or common area with easily transmissible viral particles by an employee who is carrying or showing symptoms of COVID-19 • <u>Chemical</u>: exposure to disinfectants; nitrile or latex gloves; environmental sensitivities 	<p>Administrative</p>	<p>Ensure operational procedures address the following:</p> <ul style="list-style-type: none"> • Self-monitoring • Guidance on document handling • Cleaning/disinfecting procedures • Signage • Business meeting protocols (for both off-site and on-site) • Stress, anxiety and mental health awareness • Proper hygiene practices

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<ul style="list-style-type: none"> • <u>Psycho-social</u>: mental distress/anxiety 		
Biological and Chemical: (as above)	Personal Protective Equipment (PPE)	Note: PPE related to COVID-19 can be reviewed with a supervisor. Where there are any further questions, discuss with the Area Joint Health and Safety Committee.

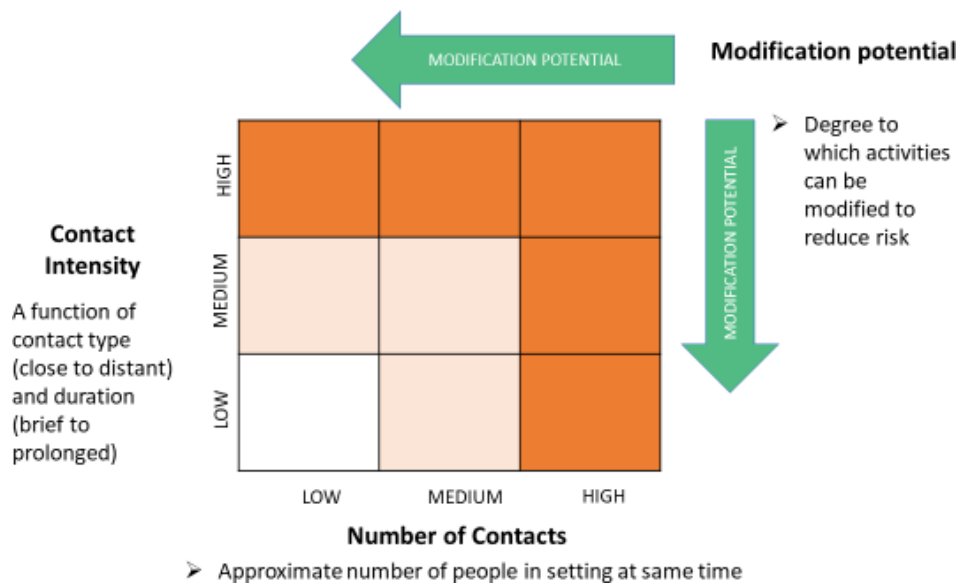
NVRC has focused on non-PPE controls being put in place, specifically physical distancing and frequent hand washing. Most NVRC employees will not require PPE for protection against coronavirus unless they are in specific situations such as cleaning public washrooms or in close proximity to other employees or members of the public owing to the nature of their work.

A large portion of the plan relies on NVRC implementing the procedures and following the guidelines contained in this document.

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Risk Matrix

The risk of transmission in NVRC facilities is subject to two primary variables that we need to modify to reduce transmission risk: contact intensity (how close you are to someone and for how long) and number of contacts (how many people are in the same setting at the same time).



Modifying from high to low can be based on a range of actions:

- Physical distancing and other elimination measures – to reduce density of people
- Engineering controls – physical barriers, increased ventilation
- Administrative controls – rules and guidelines
- Non-medical masks and PPE

Principles

Staying Informed

Employees are encouraged to stay up-to-date and informed on the pandemic and follow public health advice, as information may change from time to time. (See page 23 for more details.)

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Self-Monitoring

If you think you have symptoms of COVID-19, please stay home, and self-isolate for 10 days after the initial start of your symptoms. After 10 days, if your temperature is normal and you feel well, you may return to your routine activities. Coughing may persist for several weeks, so a cough alone does not mean you need to continue to self-isolate beyond 10 days. Please seek medical care if respiratory symptoms worsen. For information on how to self-isolate, visit www.vch.ca/covid-19/about-covid-19/self-isolation.

Employees must also stay at home when sick to avoid spreading illness to others, even if symptoms are not consistent with COVID-19, as you may be non-symptomatic.

Physical Distancing & Other Elimination Measures

Physical distancing reduces the potential of coronavirus being transmitted through airborne droplets. There is a possibility that even non-symptomatic carriers of coronavirus may transmit the virus in this manner, so physical distancing should always be observed, even in cases when people do not display symptoms of COVID-19.

- Access to NVRC workplaces must be controlled and, where appropriate, alternative methods such as video or conference calls be used for conducting business to prevent close personal contact.
- Lunch rooms, break rooms, boardrooms, reception and common areas must be arranged to follow physical distancing practices. However, employees are discouraged from using these areas whenever possible.
- Employees should remain on their primary work floor and not visit other floors in the building unless absolutely necessary.
- Whenever possible, employees should travel alone in vehicles to ensure physical distancing. (Note: This is covered in more detail later in this plan).
- Should a task require close personal contact, appropriate PPE and additional mitigation measures must be considered and discussed with your supervisor.
- Business travel, e.g. for conferences and training, is not allowed at this time.
- If there are cases where, in a shared workspace, physical distancing cannot be maintained, a more comprehensive risk assessment must be undertaken in collaboration with the Core Joint Health and Safety Committee. Consideration must be given to the type of tasks, and whether there are alternatives. Core or Area Joint Health and Safety Committee members are available to guide and assist in this task.

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Personal Hygiene

Employees must practice proper “hand hygiene” techniques often, as it is the single-most effective way of reducing the spread of infection. Proper respiratory etiquette should also be followed, e.g. coughing or sneezing into your sleeve or a tissue. Touching your face, including eyes, nose or mouth must be avoided and hands washed or sanitized following such touching.

Enhanced Cleaning/Disinfecting

Cleaning must be performed according to documented NVRC janitorial standards. Any particular operational concerns must be brought to the attention of the Building Services Superintendent for review. Any operational specific approach must be documented and followed.

Shared Workspaces/Equipment Including Vehicles

- Employees are discouraged from sharing equipment (i.e. pens, phones, other tools).
- The need to share workspaces and equipment will be minimized.
- When it is necessary to use a common workstation or piece of equipment, such as photocopiers or cash registers, the surface should be disinfected before and after use. If you are in doubt about the cleanliness of an area or item, employees are encouraged to disinfect the area or item before and after use to reduce the risk of contamination.
- In the event of a potential COVID case in a shared workspace, workstation or with a person using shared equipment, the station/equipment must not be used until a deep clean can be performed which is to be delegated by the employee’s supervisor.
- Employees who use NVRC vehicles must ensure that high contact surfaces within the vehicle are routinely disinfected. Employees must wear PPE if traveling together in vehicle is unavoidable.

Personal Protective Equipment (PPE)

Most NVRC positions do not require specific PPEs. Where required, PPE must be available and training must be provided.

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Stress, Anxiety & Mental Health Awareness

Practice self-care. Emotional stress, anxiety or concern is natural under the present circumstances. Anyone who feels they are experiencing negative mental health implications should seek assistance as soon as possible.

Homewood Health, our employee and family assistance provider (EFAP) is available 24 hours, day 7 days a week 1-800-663-1142.

Managers and supervisors must make themselves familiar with the EFAP and any other available material and pay attention to the health of their employees. Core or Area Joint Health & Safety Committees are available for needed support or guidance.

Return-to-Work Occupational Health & Safety Training

Upon returning to work after a period of absence where work hazards may have changed, our employees will receive refresher orientation training for their facility or operation. Every employee will be informed of new or revised procedures to eliminate or reduce potential for exposure to COVID-19. Training will:

- Be specific to the operation and, in addition to acting as a refresher, it will also include any new arrangements or controls developed in response to the COVID-19 pandemic
- Explain essential health and safety information, such as employees' rights and responsibilities, work rules, hazards and safe work procedures
- Include mental health and how to access Homewood Health, the NVRC's EFAP provider, or other options for those employees not covered by the program
- Include information around specific COVID-19 protocols or procedures, including
 - Rules around physical distancing and other elimination measures
 - Hand washing
 - Reporting COVID-19 symptoms
 - General cleaning procedures to ensure a consistent approach by all

General Operating Guidelines

Operations employees are required to ensure these guidelines are known and followed.

General Practice Expectations

While every workplace is different, and practices may vary depending on the location and nature of the operation, there are some general guidelines that apply:

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- Maintain good personal and environmental hygiene
- Ensure good ventilation
- Maintain proper function of washrooms, drains and pipes
- Cover nose and mouth with tissue paper while sneezing or coughing, dispose of tissue and wash hands immediately
- Maintain physical distancing (at least two meters)
- Keep hands clean and wash hands properly:
 - before touching eyes, nose and mouth if there is a need to do so
 - after handling objects soiled by respiratory or other body secretions
 - after touching high contact surfaces or equipment, such as elevator control panels or door handles
- People with symptoms of COVID-19 must stay home and self-isolate and contact their doctor or 8-1-1. **Anyone with these symptoms is not to be in the workplace.**

Employee Expectations

Employees must:

- Practice physical distancing by working at least two meters apart from co-workers whenever possible (where there is an approved exception refer to the appropriate developed safe work procedure)
- Continue to follow all other safe work procedures. If it is unsafe to work, talk to a supervisor or the Joint Health and Safety Committee to address concerns.
- Stay home if they are sick or suspected to be sick
- Avoid touching their face
- Wash their hands for a minimum of 20 seconds at the start of their shift, before eating or drinking, before and after touching shared items, after using the washroom, after using a tissue, after handling cash or credit/debit cards, before and after touching common items, after each delivery (if contact was made) and at the end of their shift. It is recommended to remove jewelry while washing.

Workplace Wellness/Sickness

Operations must ensure that employees do not come to work if they are displaying symptoms of COVID-19. This includes employees who fall into these categories:

- Anyone with COVID-19-like symptoms such as a sore throat, fever, sneezing, or coughing. Employees with these symptoms must stay home and self-isolate for a minimum of 10 days from onset of symptoms, until their symptoms are completely resolved. Anyone with these symptoms should call their physician or 8-1-1 for care guidance.
- Employees who have traveled internationally. In these cases, they must remain away from the workplace and self-isolate for at least 14 days.

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- Employees who live in the same household as a confirmed or clinical COVID-19 case who is self-isolating.

If employees report having COVID-19-like symptoms while at work:

- Send them home to recover for the prescribed self-isolation period. Advise them to call 8-1-1 for direction.
- Clean and disinfect their workstation and any areas or tools that they were using as part of their job.

Note: Ensure employees know what to do when they feel sick (e.g. reporting procedures).

NVRC will follow direction from public health with regard to detailed cleaning, temporary closure and trace contacting as may be needed based on the particulars of the case. Contact your supervisor for direction.

Operations must ensure that these requirements are communicated to their managers, supervisors, and employees and they must have a process for communicating with employees who may fall into one of the categories of those who must not come to work.

Patron/Public

To ensure for the safety of our employees and the public we serve, we will share the following messaging:

- **If you are sick, you must stay home**
- If you have underlying medical conditions, it is recommended that you not visit any NVRC facilities
- Anyone displaying symptoms of COVID-19, which primarily displays as a persistent cough, will not be permitted on the premises
- If you have travelled outside Canada, you are not permitted on our premises until you have self-isolated for a minimum of 14 days
- If you are displaying symptoms of COVID-19 or you live in a household where someone is showing symptoms of COVID-19, you must stay home
- Physical distancing is required at all times (minimum of two meters)
- **Failure to observe physical distancing risks the closure of the facility, and as such, you will be asked to leave the premises**
- Washrooms on the premises are disinfected frequently; hand sanitizers are located on-site (identify the location, recommend at a minimum, the entrance to the facility)
- If your request can be handled over the phone, please **call 604-987-7529** or the appropriate department for assistance rather than attending in person

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- We will not be accepting cash and ask that any financial transactions be conducted electronically.

Physical Distancing

Physical Distancing for Employees

There are various ways to determine space considerations to allow for appropriate physical distancing, depending on circumstances.

Your Area Joint Health and Safety Committee will involve you in brainstorming physical distancing measures that could work in the spaces you and your co-workers work in. Consider the interactions you and your co-workers have with others, solicit input from other teams and encourage all employees to promote the approved physical distancing measures. Spread the message that the most considerate thing your employees can do for their co-workers and the public is to keep a distance of two meters between themselves and the people they work with. Encourage employees to use a standard greeting with each other that is positive but reminds others to keep a safe distance.

Considerations NVRC Will Take for Physical Distancing

Types	Description
Physical Distancing	<ul style="list-style-type: none">• Allow for two meters of physical distance between employees or between employees and public, or public and public.
Indoor Employee Space	<ul style="list-style-type: none">• Where employees will not be moving around or need to navigate around obstacles, allow for 3.3 square meters (36 square feet) of unencumbered space per person to calculate occupancy.
Indoor Employee/Public Space	<ul style="list-style-type: none">• Where employees will be moving around or need to navigate around obstacles, all for 5.0 square meters (54 square feet) of unencumbered space per person to calculate occupancy.
Events Numbers, incl. rentals	<ul style="list-style-type: none">• The maximum number of participants is 50, including employees and public, ensuring adequate space is available.

There are many ways that NVRC will organize work to ensure that physical distance and other elimination measures between employees are maintained. Some options may include:

- revising work schedules or implementing/maintaining work-from-home policies for some employees to limit the number of

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- employees on site at a given time (to be discussed with your manager)
- staggering start and end times if crowding at entry and exit locations means the physical distancing requirement of at least two meters cannot be maintained (to be discussed your manager)
- designating doors for entry and exit to prevent employees and others from coming into proximity with one another
- establishing and posting occupancy limits on elevators, rooms and other small spaces, using the calculation shown previously
- identify the maximum number of people (including employees) and communicate and enforce this limit
- reducing in-person meetings and other gatherings
- using tape to mark off areas where employees can and cannot walk, or to mark off areas where employees may walk only in one direction (such as down an aisle or narrow corridor)
- posting signage to remind employees to maintain their distance when interacting
- postponing, re-arranging, or planning work tasks in such a way that employees are not required to work in proximity to one another
- using machines or other equipment to assist with job tasks usually performed by two employees, such as lifting or carrying heavy objects
- managing employee transportation so that two employees are not required to travel in a single vehicle, or to wear PPE if unavoidable
- restrict eating to a clearly identified and dedicated area with handwashing stations or sinks, cleaning and disinfecting supplies, and adequate space to maintain the physical distancing requirement.
- designating additional rooms as break areas
- limiting the number of employees allowed in common areas at any one time; consider staggered break times to reduce large gatherings and encourage employees to take breaks at their own desk or outside; limit or stagger employees entering change areas or rooms with assigned lockers.
- distancing the tables in lunchrooms, limiting the number of chairs, placing “x’s” on tables where people should not sit, or installing barriers at the tables made from plexiglass, acrylic, polycarbonate, or similar materials; see WorkSafeBC publication: [“Designing effective barriers”](#)

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If breaching the physical distancing requirement is unavoidable, plan the work task, ensure for appropriate safety procedures and provide instructions to employees to ensure that time spent in close proximity is minimized.

The aim is to do everything possible to limit in-person interactions, while finding new and more protective ways to operate within the physical infrastructure of the workplace. With this in mind, everyone in the workplace must adhere to the following:

- you must not come to work if you are sick
- report to work committed to following physical distancing processes
- continue to follow all existing safe work procedures in the workplace
- wash and sanitize hands regularly, cough/sneeze into your upper sleeve or elbow (not your hands)
- avoid physical contact with others
- **Never walk past an unsafe act.** if you notice that another employee is not abiding by the physical distancing policy, remind the employee and if necessary report it to a supervisor
- follow the staff expectations above

Physical Distancing During Employee Transportation

If employees are travelling by road vehicle, the following control measures must be considered:

- Operations must limit the number of employees being transported at any one given time and employ measures to ensure distance between employees is maintained. This could include adjusting the number of employees transported, adding physical barriers between employees, blocking seats and using larger or multiple vehicles. Distancing is also important when loading and unloading.
- Operations must have handwashing facilities or sanitizing stations available to employees as they enter and exit the vehicle.
- Whenever possible, employees should travel alone in their vehicles in order to practice physical distancing.
- If it is not possible to ensure two meters of distance between employees in a vehicle, the employer must consider other control measures, such as physical barriers where practicable and safe, and personal protective equipment where appropriate.
- Operations must ensure that high-contact surfaces within the vehicle are routinely cleaned. These include seatbelts, headrests, door handles, gear shift levers, steering wheels and hand holds.

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- NVRC may consider installing a physical barrier, similar to a “sneeze guard,” in vehicles transporting employees. While this may be feasible in some vehicles depending on their size, type, and configuration, operations must be aware that modifying vehicles in any way may introduce additional hazards to the vehicle and occupants. Any barriers must be installed in such a way that they:
 - Are appropriately affixed to the vehicle, and
 - Do not introduce hazards, such as restricting the driver’s field of vision, means of escape in the event of an accident, increase injuries as a result of an accident or access to controls.

Any changes to the passenger compartment and vehicle used for transportation of employees must still be consistent with requirements set out in the Occupational Health and Safety Regulation. Any barrier installed must be made of a material that can be cleaned and disinfected and must be regularly cleaned as part of the overall cleaning practices for the vehicle used to transport employees. Seek guidance from your supervisor as required.

Physical Distancing for the Public/Patrons

NVRC will implement physical distancing to reduce opportunities for interactions among large groups that could have prolonged close contact, such as during program registration time. Practically this might mean limiting the number of patrons who enter our facilities and discontinuing or modifying service in areas where physical distancing cannot be practiced (e.g., counter service). Ways in which NVRC will achieve physical distancing among the public include the following:

- Use signs and markings to direct the public, to indicate appropriate distances to stand, to mark direction of travel, to designate entrances and exits
- Promote one-way travel
- Limit the number of patrons allowed into NVRC facilities. NVRC will aim to ensure there are five square meters of space per person. This unencumbered space would be floor space minus floor space used for changerooms, desks, etc. NVRC will identify the maximum number of people (including employees) and post, communicate and enforce this limit
- Provide a waiting area outdoors with markers to designate safe distances if it is safe to do so

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- Install barriers at and between cash registers to prevent encroachment
- Install barriers made of plexiglass, acrylic, polycarbonate, or similar materials between employees and patrons. See WorkSafeBC publication: [“Designing effective barriers.”](#)
- Mark the floor at two meter intervals to promote physical distancing in aisles and line-ups
- Label certain tables and chairs unavailable for use, or remove entirely, to maintain appropriate distances between patrons.

Sanitation & Hygiene

Hand Hygiene

Respiratory viruses like COVID-19 spread when mucous or droplets containing the virus get into your body through your eyes, nose or throat. Most often, this happens through your hands. Hands are also one of the most common ways that the virus spreads from one person to the next. During a global pandemic, one of the cheapest, easiest, and most important ways to prevent the spread of a virus is to wash your hands frequently with soap and water.

Below is a step-by-step process for effective handwashing, to remove all traces of the virus:

- Step 1: Wet hands with running water
- Step 2: Apply enough soap to cover wet hands
- Step 3: Scrub all surfaces of the hands – including back of hands, between fingers and under nails – for at least 20 seconds
- Step 4: Rinse thoroughly with running water
- Step 5: Dry hands with a clean cloth or single-use towel
- Step 6: Use towel to turn off the faucet

NVRC will ensure that materials for adhering to hand hygiene are available on the premises. Provide receptacles for used tissue paper disposal. Provide conveniently located dispensers of alcohol-based hand sanitizer. Where sinks are available, ensure that supplies for handwashing (i.e. liquid soap and disposable towels) are consistently available.

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Personal Protective Equipment

Personal Protective Equipment (PPE) is specialized clothing or equipment worn by an employee for protection against infectious materials. It should serve as a last resort that must not replace any other risk control and infection control measures. However, sufficient stock of PPE must be kept to ensure its provision to protect employees from exposure to infectious agents in the workplace. The common PPE used includes:

- **Surgical mask:** Wear a surgical mask to protect mucous membranes of the nose and mouth during procedures that are likely to cause exposure to blood or body fluids.
- **Non-surgical (cloth) mask:** Does not necessarily protect the wearer but may prevent the wearer from exposing others to the virus.
- **Gloves:** Wear disposable gloves when touching blood, body fluids, mucous membrane or contaminated items. Remove gloves using proper technique promptly after use and perform hand hygiene immediately. **Gloves do not replace hand hygiene.**
- **Gown, apron or impervious disposable coveralls:** Worn to protect skin and to prevent soiling of clothing during procedures that are likely to generate splashes or sprays of blood, body fluids, secretions, or excretions. Wear a coverall for conducting high pressure water spraying during ventilation system or sewer system maintenance or when substantial whole-body contamination is anticipated. Remove soiled garment as promptly as possible using proper technique and perform hand hygiene immediately to avoid transfer of micro-organisms to other people or environments.
- **Goggles/Face shield:** Wear goggles/face shield to protect the mucous membrane of the eyes when carrying out procedures that are likely to generate splashes or sprays of blood or body fluids of the person (e.g. changing dust filters of the ventilation system, working in sewer system, or for first aid attendants). Wear goggles/face shield when conducting high pressure water spraying for sanitary sewer system maintenance. Ordinary spectacles do not provide adequate protection. Goggles/face shield must be changed after procedure or whenever contaminated. Reusable goggles/face shield must be washed and decontaminated in accordance with manufacturer's instructions.

NVRC will ensure employees are provided with and trained in the use of the PPE they need to safely perform their work.

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Environmental Hygiene & Decontamination

Current evidence suggests that COVID-19 may remain viable for hours to days on surfaces made from a variety of different materials. The thorough cleaning of surfaces and structures, followed by disinfection, is therefore a best practice measure for prevention of COVID-19. NVRC operations will ensure frequent and appropriate cleaning for their operation, considering the use of the facilities and any special circumstances that may arise. Cleaning and disinfecting processes are according to documented NVRC standard janitorial procedures.

Operations must follow the manufacturer's instructions printed on the bottle or on the Safety Data Sheet. Only use products provided by NVRC and ensure employees are provided with training on product use and safety. Always follow product instructions for dilution, contact time and safe use. All visibly dirty surfaces must be cleaned with water and detergent before disinfecting (unless otherwise stated on the product label).

Always ensure that the disinfectant you use is approved for use in a food service application. **Some disinfectants can be toxic and are unsuitable for food premises or food contact surfaces.**

Ensure WHMIS criteria is met for labeling, use, and review of Safety Data Sheets, and that incompatible substances are not mixed.

Employee & Public/Patron Communications

Employee Communications

Effective communication to NVRC employees is an important element of a good workplace. It assumes even greater significance at times of crisis. The current situation is constantly evolving, and employees have to deal with multiple personal and professional changes.

Ensuring employees are kept informed, and fully understand expectations around hygiene, NVRC policies and approaches, safe work practices and protocols will not only ensure better compliance, but will also go a long way in obtaining employees' commitment to safety.

Face to face communication can take place if proper physical distancing measures are observed but other options for communications will be through the NVRC intranet site "The Hub", staff webpages, emails, posters, virtual meetings, short videos, etc.

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Ensure employees' mental as well as physical health is maintained. Communicate to all employees how to contact Homewood Health, our Employee and Family Assistance Program, or provide other options to those employees (auxiliary, contract staff) not covered by the program.

Public/Patron Communications

NVRC continues to develop standard communications that we share with those visiting, or planning to visit, our operations.

Communications and onsite messaging should include:

- A message welcoming them to the premises
- Specifics about current operation environment (e.g. Provincial health directives that apply and any guidelines to follow)
- Expectations outlined in the NVRC COVID-19 Safety Plan
- An overview of all the efforts that are being undertaken to ensure employee and public/patron health & safety

If you have any messaging questions, please contact the NVRC Communications Coordinator at Anne.Rodgers@nvrc.ca.

Potential Controls

The following information contains potential controls/recommended best practices for five main employee groups in our operations. Each operation must follow the hierarchy of controls to establish the greatest level of employee safety possible and follow these controls in their COVID-19 Safety Plan compliance.

Administration/Office Employees

Employee to Employee

- Ensure employees who have been away, or are new to the workplace, are oriented as necessary so that all COVID-19 related procedures are explained and understood.
- Where possible, communicate using telephone, text message, email, or other communication technology instead of face to face.
- In consultation with the manager, workplaces should stagger start and end times if crowding at entry and exit locations means the physical distancing requirement of at least two meters cannot be maintained.

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- Consider designating doors for entry and exit to prevent employees and others from coming into proximity with one another.
- Ensure hand sanitizer is available to employees as they enter the building and reception employees who deal with the public have hand sanitizer available for just their use.
- Post signage prohibiting access to the workplace to those who are exhibiting symptoms of COVID-19.
- Ensure cleaning products are readily available, monitored daily and restocked daily as required.
- Ensure high touch surfaces such as counters, handles, control switches are cleaned a minimum of twice per day.
- Maintain a record of cleaning and disinfecting completed.
- Consider the use of thin micro-shields on computer keyboard, computer mouse, point of sale machines and any other equipment that must be shared. Each employee is responsible for the proper use and cleaning of the equipment.
- Ensure that changes made to the usage of communal areas is clearly communicated to employees.
- Limit the number of employees allowed in common areas at any one time according to posted signage. Consider staggered break times to reduce large gatherings and encourage employees to take breaks at their own desk or outside. Limit or stagger employees entering change areas or rooms with assigned lockers.
- Consider distancing the tables in lunchrooms, limiting the number of chairs, placing “x’s” on tables where people should not sit, or installing dividers at the tables made from plexiglass, acrylic, polycarbonate or similar materials. See WorkSafeBC publication [“Designing effective barriers.”](#)
- If breaching the physical distancing requirement is unavoidable, plan the work task and provide instructions to employees to ensure that time spent in close proximity performed is minimized and safe.
- When face to face meetings cannot be avoided, consider requiring employees to wear cloth face masks.

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- Refrain from providing and consuming communal foods.
- Allow communal doors to remain open throughout the workday to reduce contact with door handles. (Do not leave fire exit doors open).
- Instruct employees to not share equipment, such as pens, staplers, headsets, and computers.
- Minimize the number of people using previously shared office equipment or other items (photocopiers, coffee machines, microwave ovens, etc.). Shared equipment must be cleaned and disinfected after each use.
- Establish hygiene practices that address the needs of the workplace that includes the requirement to wash or sanitize hands before and after coming into contact with public items.
- Restrict travel between offices or work locations to critical business functions.
- Minimize the use of shared vehicles. If required, follow appropriate disinfection procedures before and after travel for vehicle surfaces such as the steering wheel, gear shift, and door handles.
- If face to face meetings cannot be avoided, ensure for physical distancing and consider requiring staff to wear cloth face masks.
- First Aid Attendants must follow the WorkSafeBC Guideline ["OFAA Protocols during the COVID- 19 Pandemic"](#)

Public to Employee

- Where possible, visits to the workplace should be prearranged, staggered, and safety protocols must be communicated before entry into the workplace (e.g. email and/or signage posted to entrance). If possible, keep a record of visitors to the workplace should contact tracing be necessary.
- When booking appointments, visitors must be reminded to reschedule if they experience symptoms typical of COVID-19 or are placed on self-isolation.
- Minimize non-essential in-person interaction between employees and visitors (e.g. use of virtual meeting tools, email, or telephone).
- Where possible, visitors should attend appointments alone and minimize time spent in waiting area before their appointments

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- Post signage at the workplace to inform every one of the measures in place.
- Waiting areas should be arranged to maintain physical distancing requirement. Install barriers between employees and visitors made from plexiglass, acrylic, polycarbonate or similar materials. See WorkSafeBC Publication "[Designing effective barriers](#)"
- Place markings on the floor directing visitors where to stand when approaching reception counters.
- Remove non-essential communal items, such as candy, magazines, pamphlets, newspapers and brochure racks.
- Beverages (e.g. coffee, tea, water) should not be offered at this time. (Vending machines may still be available.)
- Provide a safe place for visitors to dispose of used sanitizing wipes and other personal protective equipment.
- Ensure that delivery zones are clearly identified and limited to receivers and deliverers only.
- Arrange for suppliers and/or delivery persons to drop off goods at building entrance to avoid searching for departments within the facility.
- Request contactless delivery to maintain physical distancing requirement (e.g. delivery person leaves packages in a pre-arranged location). This option may be limited if signing or proof of receipt is required, or theft of items is possible before being retrieved by employees.

Non-Administration/Non-Office Employees Employee to Employee – Indoor or Outdoor Spaces

- Review and coordinate roles and responsibilities with all contractors, suppliers, and employees. Operations must have procedures to ensure contractors are aware of health and safety program requirements, including relevant COVID-19 related protocols, and are following protocols of their own that meet or exceed our standards.
- In consultation with the manager, limit the number of employees on shift to the number required to ensure safety and appropriate social distancing.
- In consultation with the manager, stagger arrival and departure times.
- Where possible, assign staff to one facility only.
- Limit the number of employees allowed in common areas at any one time. Consider staggered break times to reduce large gatherings and

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encourage employees to take breaks at their own desk or outside. Limit or stagger employees entering change areas or rooms with assigned lockers.

- Distancing the tables in lunchrooms, limiting the number of chairs, placing “X’s” on tables where people should not sit, or installing dividers at the tables made from plexiglass, acrylic, polycarbonate or similar materials. See WorkSafeBC publication “[Designing effective barriers](#)”.
- If breaching the physical distancing requirement is unavoidable, plan the work task and provide instructions to employees to ensure that time spent in close proximity is minimized and performed safely with appropriated PPEs.
- If face to face meetings cannot be avoided, ensure for physical distancing and consider requiring employees to wear cloth face masks.
- Restrict eating to a clearly identified and dedicated area with handwashing stations, cleaning and disinfectant supplies, and adequate space to maintain the physical distancing requirement.
- Require employees to bring their own dishes and utensils.
- Refrain from providing and consuming communal foods.
- Allow communal doors to remain open throughout the workday to reduce contact with door handles. Do not leave fire doors open.
- If face to face meetings are unavoidable, consider holding them outdoors and maintain appropriate physical distance at all times.
- If meetings must occur indoors, limit face to face participation to only those absolutely required to be present. Ensure proper cleaning and disinfecting before and after meeting room use.
- In consultation with the manager, review staffing levels and adjust as needed to ensure enhanced cleaning of high-touch areas and enhanced employee presence to manage visitors.
- The maximum number of people in each area or space will be determined and posted to maintain physical distancing requirements
- In welcoming visitors, NVRC will send out information through regular marketing channels and social media about limitations, rules, limited facilities, and service to manage expectations during partial openings.
- Signage and information regarding rules and process will be posted throughout facilities. Signage in other majority languages will be considered.

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or provide pictograms.

- Consider enhanced measures to maintain the physical distancing requirement
- Entry and exit points for visitors and employees will be controlled
- The flow of people will be managed by implementing one-way walkways or marking off designated walking areas
- In consultation with the manager, consider creating cohorts of employees who work together and who do not interact with other cohorts. This will assist in reducing transmission throughout the workplace in the event that a staff member becomes ill.
- Employees who have been away, or are new to the workplace, will be oriented as necessary so that all COVID-19 related procedures are explained and understood.
- Situations where personal protective equipment (PPE) is required will be identified. Clarify who will provide PPE and train employees accordingly.
- The Area Joint Health & Safety Committee will regularly review and/or update protocols and include employees in the review process.
- Occupancy limits will be established and posted for office spaces, lunchrooms, vehicles and other common areas. Ensure physical distancing can be maintained. It is recommended that five square meters of unencumbered space be available for each person (employees and public).
- Hygiene practices will be established that address the needs of the workplace that includes the requirement to wash or sanitize hands after coming into contact with public items.
- Cleaning procedures and employee expectations will be posted in all common spaces.
- Before entering any shared space such as vehicle or office, wash hands or use hand sanitizer.
- Post procedures to wipe down or disinfect shared office equipment before use.
- Consider the use of thin micro-shields on computer keyboards, computer mouse, point of sale machines and any other equipment that must be shared. Each employee is responsible for the proper use and cleaning of the equipment.
- Maintain at least a two meter distance from other employees. If the physical distancing requirement cannot be maintained, hold a meeting to address solutions, which may include physical barriers.
- Employees must follow the guidelines for traveling in vehicles.

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- End-of-shift vehicle wipe downs will be incorporated, including a method for tracking end of shift cleaning and provide employees with appropriate supplies, e.g. soap and water, hand sanitizer, disinfectant wipes.
- Manage location of personal gear and care items to minimize exposure.
- Clarify and follow cleaning and disinfecting schedules.
- First Aid Attendants must follow the WorkSafeBC Guideline [“OFAA Protocols during the COVID- 19 Pandemic”](#)

Public to Employee – Outdoor Spaces

- Employees that are expected to manage groups of visitors will be trained in protocols including and COVID-19 specific requirements and violence prevention.
- Ensure employees have the training, support and strategies for dealing with visitors who may be unwilling or are unable to understand the approach to managing visitor volumes. This must include reviewing your violence risk assessment, policies and procedures, and training and reporting requirements under the Occupational Health and Safety Regulations for minimizing the risk of violence to employees.
- Occupancy signage will be posted to determine how crowd limits and spacing will be controlled, and who will be responsible. **Note: During Phase 2 of business re-opening, the maximum number of persons allowed at a single event is 50, including employees.**
- Markers or indicators to ensure spacing will be provided
- Picnic table numbers and/or seating spaces may be limited, and signage placed on tables for the maximum number of people seated per table
- Barriers or tape will be set up to delineate the worksite and to discourage the public from entering the area.
- In consultation with the manager, ensure there is sufficient staff to manage the volume of patrons and associated line-ups.

Public to Employee – Indoor Spaces

As the Province navigates through and beyond Phase 3 of the provision of services during the COVID-19 pandemic, indoor pools, fitness and recreation facilities may re-open. The NVRC COVID-19 Safety Plan will be updated as information becomes available.

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The following information is provided to allow for specific service areas to prepare for gradual re-opening of indoor recreational spaces.

Aquatic Centres

Proper operation and disinfection of pools and hot tubs should kill the virus that causes COVID-19.

- A hand sanitizing station will be provided at the entrance to the facility and patrons and employees will be required to use it upon entry.
- The number of patrons and employees in the facility will be limited to allow for appropriate physical distancing of two meters between each person. Each facility will have five square meters of unencumbered space per person.
- Areas of the facility where physical distancing may not be possible (i.e. hot tubs, saunas, etc.) will be assessed to determine if opening these features are feasible.
- The direction of foot traffic will be signed; one-way in and one-way out, and one-way circulation paths in corridors and stairs.
- Physical distance requirements will be marked on floors.
- Barriers made of plexiglass, acrylic, polycarbonate or similar materials will be installed at reception counters. See WorkSafeBC Publication [“Designing effective barriers”](#).
- Signs will be posted at the entrance prohibiting entry to anyone with COVID-19 symptoms.
- Maintaining a list of persons in the facility in case contact tracing is required maybe considered.
- The use of thin micro-shields on computer keyboard, computer mouse, point of sale machines and any other equipment that must be shared may be considered. Each employee is responsible for the proper use and cleaning of the equipment.
- Requiring patrons to make appointments with 1.0 hour increments with a 30 minute time buffer in between may be considered to allow employees to clear the facility and conduct cleaning/sanitizing prior to allowing next group of user’s entry and use.
- Patrons arriving early are prohibited from entering building until their reserved time and will be encouraged to wait in their vehicles.
- Patrons have to check in at reception upon arrival.

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- A special time to be scheduled for Seniors only day may be considered.
- Signs will be posted to identify equipment that needs cleaning/sanitizing or is cleaned/sanitized.
- Equipment that is hard to sanitize will be prohibited.
- Patrons will be encouraged to shower at home prior to arriving at the facility.
- Water fountains may be closed, and patrons encouraged to bring their own water.
- Employees who have frequent contact with the public (cleaning public spaces, point of sale machine, first aid related emergencies) should utilize disposable gloves. Care must be taken to not cross contaminate other areas or work spaces when disposable gloves are utilized.
- Before putting on and after removing gloves, employees must clean hands with soap and water following hygiene guidelines.
- Gloves that become worn or visibly contaminated must be replaced.
- Consider requiring employees to wear non-surgical cloth masks if they have frequent contact with the public and cannot maintain physical distance. Cloth masks are not to be worn in the water.
- When eye protection is needed, use goggles or eye shields.
- After removing PPE, always wash hands with soap and water for at least 20 seconds, or use hand sanitizer containing minimum 70% alcohol.
- Launder towels and clothing in hottest water possible for the material and dry items completely.
- Containers for used equipment that has not yet been cleaned will be labeled.
- Protect shared furniture, equipment, towels, and clothing that has been cleaned and disinfected from becoming contaminated before use.
- Ventilation systems of indoor spaces will be checked regularly to ensure they operate properly.
- Increase introduction and circulation of outdoor air as much as possible by opening windows and doors, using fans (provided fans do not blow from one patron onto another), or other methods. Do not open windows and doors if doing so poses a safety risk to employees or patrons.

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- Assign specific employees to monitor handwashing, use of cloth face coverings or social distancing of others. Do not assign this to lifeguards who are actively lifeguarding.
- Ask parents to consider whether their children are capable of staying at least two meters apart from people they don't live with before taking them to a public aquatic venue.
- First Aid Attendants must follow the WorkSafeBC Guideline [“OFAA Protocols during the COVID-19 Pandemic”](#)
- Physical markers will be installed on the floor or walls (lines, stickers, cones, etc.) to indicate appropriate physical distance of two meters between patrons at queues for diving boards, rope swings, and waterslides.
- Patrons should be encouraged to use their personal goggles to avoid mucous contamination; snorkels must be prohibited.
- Maintaining physical distancing while giving swimming lessons can be challenging, especially with younger children. Aquatics will consider providing lessons in groups similar to infant lessons so each participant is accompanied by a parent or family member.
- Aquatics may prioritize swimming and aquafit lessons classes to group levels where physical distancing measures can be easily implemented and followed.

For additional information on reopening facilities and to ensure for compliance with this safety plan, aquatic operation must refer to the [Lifesaving Society material](#).

Gyms & Fitness Facilities

- NVRC will continually monitor current orders and best practices through the BCCDC, WorkSafeBC and BCMSA websites.
- NVRC will limit the number of patrons in the facility at one time to allow for two meters of physical distance.
- A hand sanitizing station will be provided at the entrance to the facility.
- The amount of equipment in the facility may be limited to allow for two meters of physical distance between patrons; allow greater distancing for treadmills and other aerobic fitness equipment where a high exertion is common.
- Aerobic fitness equipment may be arranged in an “X” pattern to provide greater distancing.
- Physical barriers may also be installed to create distancing or segregate exercise areas.
- On-line sign-up systems may be developed on a first come, first serve

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basis with set-duration (e.g. one hour) workout periods.

- Specific hours may be created for “reservation-only” admittance to ensure for safe access for groups such as Seniors.
- Employees will be trained on distancing guidelines and ways to communicate them to patrons.
- Social media and other communication (e.g. signage, email, text lists) will be used to educate patrons on the distancing guidelines and procedures.
- Self-check-in or barrier/partition will be used between reception desk employees and patrons.
- Planned circuit type workouts may be offered that facilitate distancing and allow for wiping/disinfection of equipment during recovery between exercises.
- Group exercise classes must only be offered if distancing requirements can be maintained and there is no person-to-person physical contact.
- Basketball courts and other areas where sports with physical contact occurs should remain closed.
- Personal trainers and employees assisting patrons with exercise must consider distancing. If distancing cannot be maintained, the use of non-medical face masks must be used by both patrons and employees.
- Water fountains may be closed, and patrons encouraged to bring their own water.
- The number of wipe stations or hand cleaning facilities through the facility will be increased
- Get fresh air into the gym; open windows and doors if possible and poses no safety risk.
- Fresh air will be maximized through the ventilation system.
- Relative humidity will be maintained at 40-60% when possible.
- Fans may be disabled or removed. If fans are disabled or removed, ensure employees and patrons remain aware of, and take steps to prevent heat hazards. If fans, such as pedestal fans or hard mounted fans are used in the gym, steps will be taken to minimize air from fans blowing from one person directly at another.

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- Disinfecting materials will be provided for patrons to disinfect equipment before and after exercise at each location/station/piece of equipment.
- If feasible consider providing “ready to clean” tags that patrons can access and place on equipment after use. Trained employees can then ensure equipment is disinfected in a timely manner.
- A disinfection routine for employees at regular intervals will be established.
- Disinfection protocols will follow product instructions for application and contact time.
- Contact surfaces must be disinfected frequently.
- A checklist or audit system will be used to track how often cleaning is conducted.

Washrooms>Showers/Changerooms

- Doors to multi-stall washrooms will be able to be opened and closed without touching handles, if possible.
- A trash can will be placed by the door if the door cannot be opened without touching the handle. (Consider any fire door/fire regulations before propping doors open.)
- For single washrooms, provide signage and materials (paper towels and trash cans) will be provided for individuals to use without touching the handles, or locked with key access only so disinfection measures can be better controlled.
- Signs will be placed indicating that toilet lids (if present) should be closed before flushing.
- Signs will be placed asking patrons and employees to wash hands before and after using the washroom.
- The risk of air dryers is relatively low. Users should be encouraged to turn them on by bumping the button with their forearms. Cleaning crews will be reminded that the air dryers are considered ‘high touch points’, like door handles, and must be wiped down every time washrooms are cleaned.
- Shower and changerroom use will only be allowed if there are partitions, or signage to maintain proper physical distancing. If partitions or proper distancing are not possible, these facilities must remain closed.
- Appropriate footwear should be worn in showers and changerrooms.

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- Efforts will be doubled to keep washrooms/showers/changerooms clean and properly disinfected frequently, every two to four hours.
- Washrooms will operate with negative air pressure.

NVRC management and supervisors are expected to review the information available at the following sites to ensure for the safety of employees and the public.

- [BC Municipal Safety Association](#)
- [BC Recreation and Parks Association](#)
- [WorkSafeBC](#)
- [Lifesaving Society BC and Yukon](#)

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COVID – 19 Safety Plan	
Owner: NVRC Core Joint Health & Safety Committee	
Final Approval:	
Date Approved:	
Review Date:	
Revision Date:	
Related Policies, Procedures, Schedules:	
Related Publications:	<ul style="list-style-type: none">• WorkSafeBC• BC Centre for Disease Control• Provincial Government of BC